

REMARKS

The amendments to the specification are clerical in nature and do not add new matter. Therefore, Applicants respectfully request entry of the forgoing Amendment.

Respectfully submitted,

Date:

8/24/02

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VERSION WITH MARKINGS TO SHOW CHANGES MADEIN THE SPECIFICATION:

Please amend paragraph [01], page 1, as follows:

The present invention claims the benefit of priority under 35 U.S.C. § 119(e) to United States Provisional Patent Application Number 60/263,222 [of *Diemer et al.*], entitled "On-Line Servicing System," ["ON-LINE SERVICING SYSTEM," filed on January 23, 2001 [and is related to the following commonly owned co-pending United States Patent Applications to *Felkey et al.*, filed herewith, entitled: (1) "GRAPHICAL USER INTERFACE FOR PROCURING TELECOMMUNICATIONS SERVICES ON-LINE," Serial No. xx/xxx,xxx, Atty. Dock. No. 09710-1123/WMA-01-003 and (2) "METHOD AND SYSTEM FOR PROVIDING SOFTWARE INTEGRATION FOR A TELECOMMUNICATIONS SERVICES ON-LINE PROCUREMENT SYSTEM," Serial No. xx/xxx,xxx, Atty. Dock. No 09710-1124/WMA-01-004, the entire contents of all of which are incorporated herein by reference].

Please amend paragraph [41], beginning on page 10, as follows:

The system 300 and the telecommunications service procurement system 310 are further described herein. The system 300 includes software integration, which is further described in commonly owned co-pending United States Patent Application No. 10/051,180, filed January 22, 2002, entitled "Method And System For Providing Software Integration For A Telecommunications Services On-Line Procurement System" [to *Felkey et al.*, filed herewith, entitled "METHOD AND SYSTEM FOR PROVIDING SOFTWARE INTEGRATION FOR A TELECOMMUNICATIONS SERVICES ON-LINE PROCUREMENT SYSTEM," Serial No. xx/xxx,xxx, Atty. Dock. No. 09710-1124/WMA-01-004].

Please amend paragraph [43], page 11, as follows:

Similarly, the customers 302, 304 or 306 may order telecommunications products and/or services on-line via a customer GUI (not shown) running on the devices 302a, 304a and 306a over the communications network 308. The back office GUI and the customer GUI are further described in the commonly owned co-pending United States Patent Application No. 10/051,182, filed January 22, 2002, entitled "Graphical User Interface For Procuring Telecommunications Services On-Line" [to *Felkey et al.*, filed herewith, entitled "GRAPHICAL USER INTERFACE FOR PROCURING TELECOMMUNICATIONS SERVICES ON-LINE," Serial No. xx/xxx,xxx, Atty. Dock. No. 09710-1123/WMA-01-003].

Please amend paragraph [54], page 14, as follows:

The customer experience includes, for example, providing pre-sale, service ordering and post-sale support. The customer experience begins as a prospective customer links to the web site or is brought directly to the web site via a click through mechanism (e.g., using a web browser). The web site functions 502a include, for example, providing a customer graphical user interface (GUI) over the communications network 308 as described in the commonly owned co-pending United States Patent Application No. 10/051,182, filed January 22, 2002, entitled "Graphical User Interface For Procuring Telecommunications Services On-Line" [to *Felkey et al.*, filed herewith, entitled "GRAPHICAL USER INTERFACE FOR PROCURING TELECOMMUNICATIONS SERVICES ON-LINE," Serial No. xx/xxx,xxx, Atty. Dock. No. 09710-1123/WMA-01-003].

Please amend paragraph [58], beginning on page 15, as follows:

The swivel chair/back office functions 512a-518a are linked to the shopping cart functions 506a and 510a. In this respect, the web site functions 502a include, for example, providing a back office graphical user interface (GUI) over the communications network 312 as described in the commonly owned co-pending United States Patent Application No. 10/051,182, filed January 22, 2002, entitled "Graphical User Interface For Procuring Telecommunications Services On-Line" [to *Felkey et al.*, filed herewith, entitled "GRAPHICAL USER INTERFACE FOR PROCURING TELECOMMUNICATIONS SERVICES ON-LINE," Serial No. xx/xxx,xxx, Atty. Dock. No. 09710-1123/WMA-01-003]. The swivel chair 316 and the customer service 314 personnel can perform the swivel chair/back office functions 512a-518a via the back office GUI.

Please amend paragraph [75], beginning on page 19, as follows:

The above and other changes, extensions and custom designs are described in the commonly owned co-pending United States Patent Application No. 10/051,180, filed January 22, 2002, entitled "Method And System For Providing Software Integration For A Telecommunications Services On-Line Procurement System" [to *Felkey et al.*, filed herewith, entitled "METHOD AND SYSTEM FOR PROVIDING SOFTWARE INTEGRATION FOR A TELECOMMUNICATIONS SERVICES ON-LINE PROCUREMENT SYSTEM," Serial No. xx/xxx,xxx, Atty. Dock. No 09710-1124/WMA-01-004].